

DMH Satisfaction Survey Results

Consumer Satisfaction - 2000

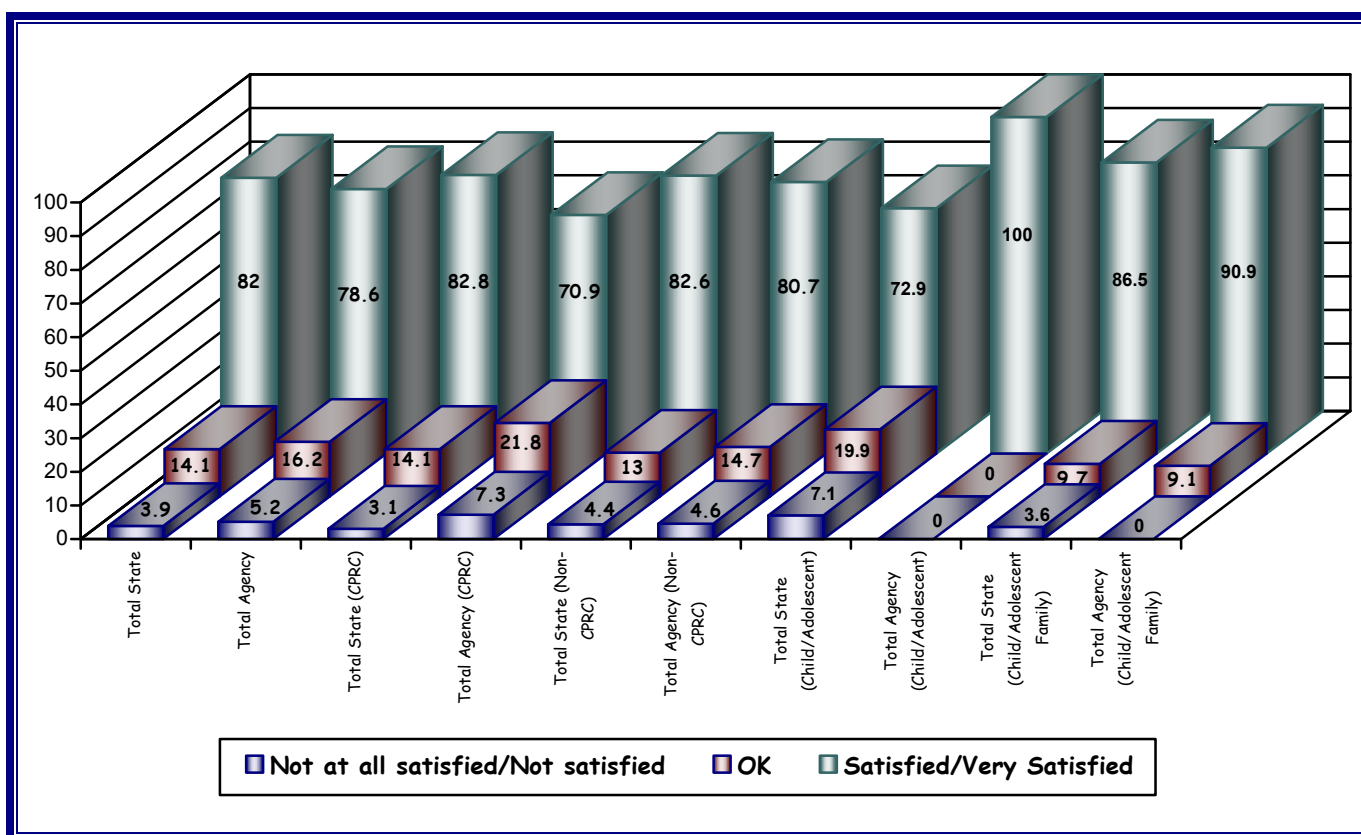
Comprehensive Psychiatric Services

Agency: Truman Behavioral Health
Total Truman Medical Center

Demographics

| | | Total Served | | Agency Survey Returns | | | | |
|-----------------|------------------|--------------|--------|-----------------------|-------------|-----------------|------------------|-------------------------|
| | | State | Agency | Total Consumers | CPRC Adults | Non-CPRC Adults | Child/Adolescent | Child/Adolescent Family |
| SEX | Male | 46.2% | 50.2% | 44.3% | 56.1% | 37.6% | 55.6% | 72.7% |
| | Female | 53.8% | 49.8% | 55.7% | 43.9% | 62.4% | 44.4% | 27.3% |
| RACE | White | 80.6% | 50.3% | 55.6% | 49.1% | 60.3% | 33.3% | 45.5% |
| | Black | 17.0% | 42.9% | 39.4% | 47.3% | 34.5% | 55.6% | 45.5% |
| | Hispanic | .5% | 2.6% | 1.7% | 0% | 2.6% | 0% | 9.1% |
| | Native American | .3% | .2% | 1.1% | 1.8% | .9% | 0% | 0% |
| | Pacific Islander | 0% | 0% | .6% | 1.8% | 0% | 0% | 0% |
| | Other | 1.6% | 3.9% | 1.7% | 0% | 1.7% | 11.1% | 0% |
| | | | | | | | | |
| MEAN AGE | | | | 40.55 | 42.34 | 41.72 | 13.00 | 10.75 |
| | 0-17 | 13.8% | 6.2% | 4.8% | 0% | 0% | 100.0% | 100.0% |
| | 18-49 | 64.1% | 70.9% | 74.9% | 77.4% | 79.3% | 0% | 0% |
| | 50+ | 22.1% | 22.8% | 20.3% | 22.6% | 20.7% | 0% | 0% |

Overall Satisfaction with Services

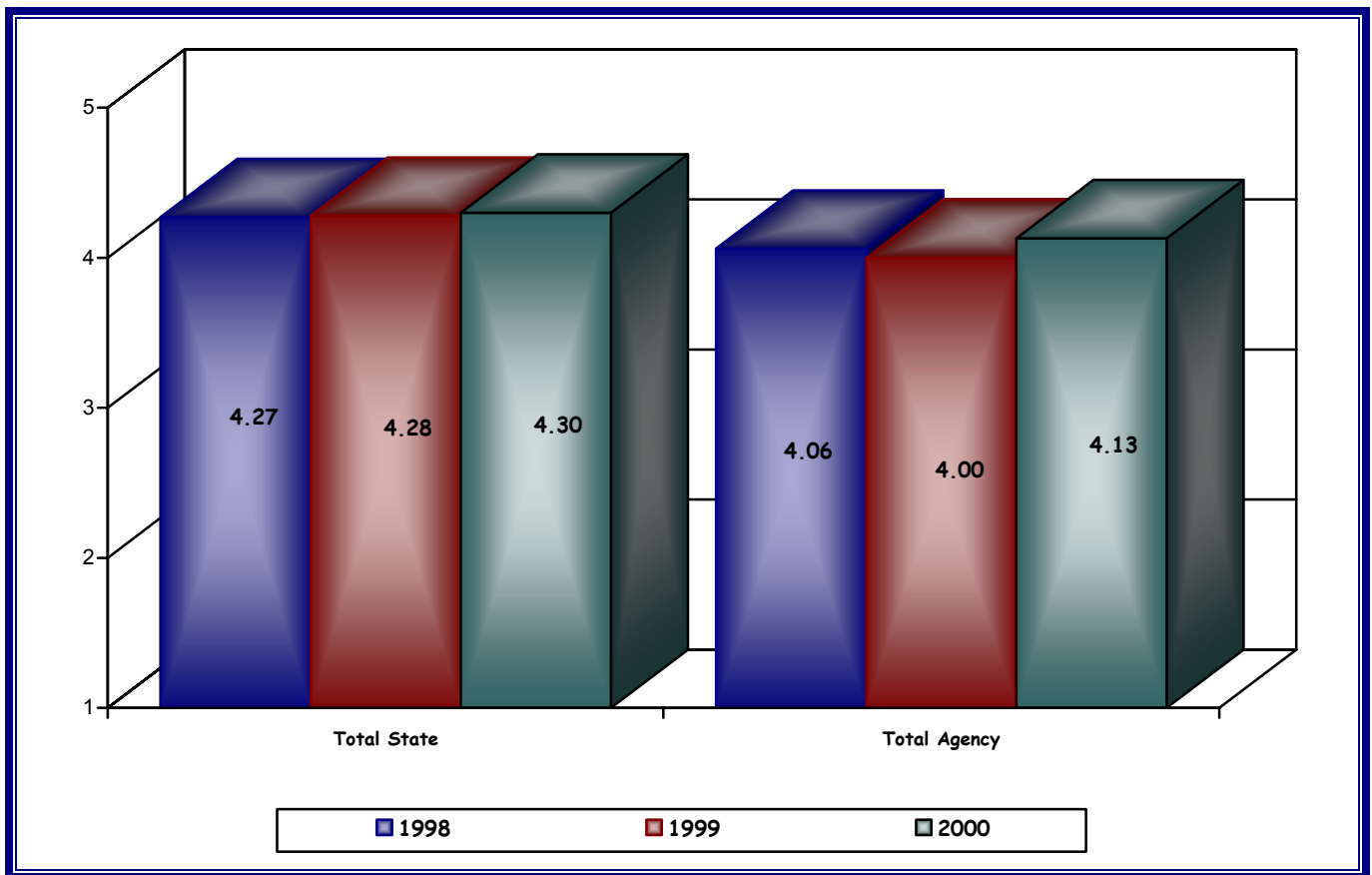


Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 82% of the individuals served by the Comprehensive Psychiatric Services were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this agency who rated themselves as "satisfied" or "very satisfied" with services was lower than the state average (78.6% for this agency versus 82% for the state).
- The Child/Adolescent group rated the program higher than other groups (100% with at least a "satisfied" rating). The non-CPRC adults also rated the services highly (80.7% with at least a "satisfied" rating).

Service Means Comparison of 1998, 1999 & 2000

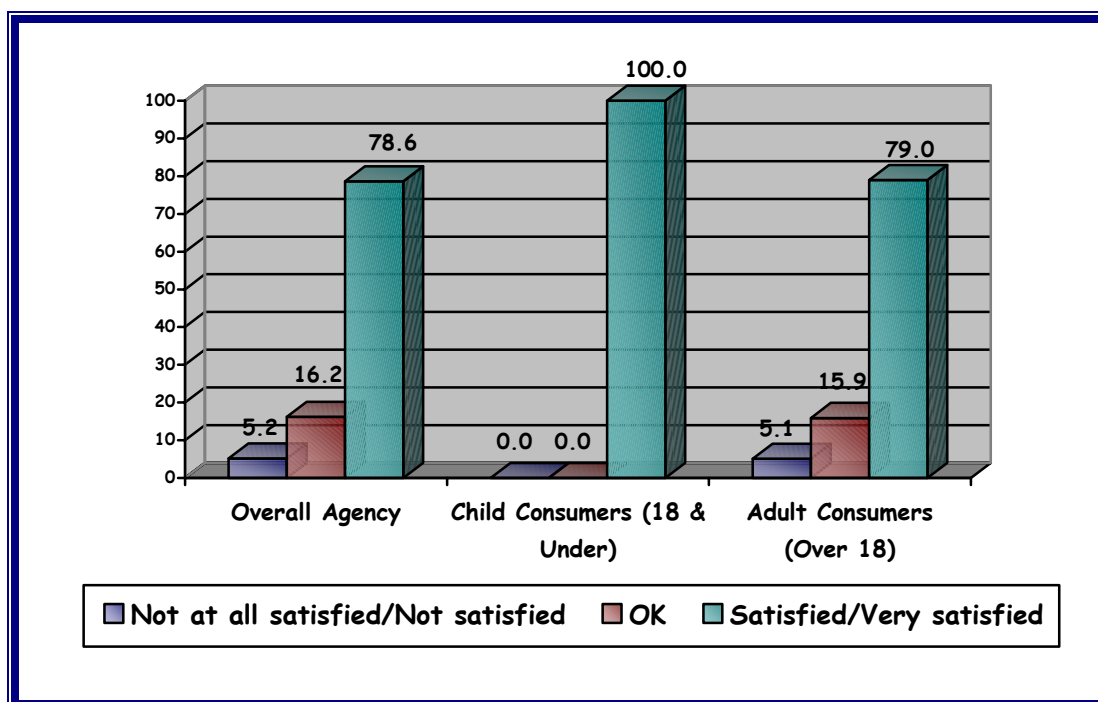


Comparison of 1998, 1999 & 2000 Mean Ratings

Some of the key findings were:

- The mean satisfaction with services rating for this agency was 4.06 in 1998, 4.00 in 1999 and 4.13 in 2000.
- The mean satisfaction with services rating has increased since last year.

Overall Satisfaction with Services Comparison of Adults & Children



| | Total Agency Consumers | Child Consumers 18 & Under | Adult Consumers Over 18 |
|---|------------------------|----------------------------|-------------------------|
| Not at all satisfied/Not satisfied | 5.2% (9) | 0% (0) | 5.1% (8) |
| OK | 16.2% (28) | 0% (0) | 15.9% (25) |
| Satisfied/Very satisfied | 78.6% (136) | 100.0% (9) | 79.0% (124) |
| Overall Mean Rating of Satisfaction with Services | 4.13 (173) | 4.56 (9) | 4.13 (157) |

The key finding was:

- For both the Overall Satisfaction with Services ratings and the Mean Satisfaction with Services ratings the child consumers were more satisfied than the adult consumers.

Satisfaction with Services

| How satisfied are you . . . | Total Consumers | | CPRC Adult | | Non-CPRC Adult | | Child/Adolescent | | Child/Adolescent Family | |
|---|-----------------|---------------|----------------|--------------|----------------|---------------|------------------|-------------|-------------------------|--------------|
| | State | Agency | State | Agency | State | Agency | State | Agency | State | Agency |
| with the staff who serve you? | 4.32 (3674) | 4.11 (180) | 4.33 (2053) | 4.07 (57) | 4.36 (1350) | 4.11 (114) | 4.02 (271) | 4.22 (9) | 4.47 (286) | 4.73 (11) |
| with how much your staff know about how to get things done? | 4.20 (3614) | 4.01 (176) | 4.22 (2030) | 3.98 (56) | 4.22 (1319) | 3.99 (111) | 4.00 (265) | 4.33 (9) | 4.35 (285) | 4.55 (11) |
| with how staff keep things about you and your life confidential? | 4.36 (3595) | 4.26 (170) | 4.33 (2026) | 4.02 (54) | 4.43 (1307) | 4.35 (107) | 4.18 (262) | 4.67 (9) | 4.56 (287) | 4.73 (11) |
| that your treatment plan has what you want in it? | 4.19 (3583) | 3.96 (167) | 4.24 (2019) | 3.81 (54) | 4.16 (1306) | 4.03 (105) | 3.93 (258) | 4.13 (8) | 4.26 (284) | 4.45 (11) |
| that your treatment plan is being followed by those who assist you? | 4.24 (3561) | 4.05 (167) | 4.27 (2018) | 3.94 (54) | 4.24 (1283) | 4.13 (104) | 3.98 (260) | 3.89 (9) | 4.39 (280) | 4.55 (11) |
| that the agency staff respect your ethnic and cultural background? | 4.39 (3432) | 4.28 (171) | 4.37 (1934) | 4.09 (54) | 4.45 (1246) | 4.36 (108) | 4.26 (252) | 4.44 (9) | 4.53 (271) | 4.82 (11) |
| with the services that you receive? | 4.30 (3617) | 4.13 (173) | 4.32 (2023) | 3.96 (55) | 4.31 (1328) | 4.17 (109) | 4.06 (266) | 4.56 (9) | 4.39 (282) | 4.64 (11) |
| that services are provided in a timely manner? | 4.20 (3615) | 3.94 (176) | 4.24 (2026) | 3.93 (55) | 4.21 (1331) | 3.95 (112) | 3.90 (258) | 3.89 (9) | 4.32 (286) | 4.64 (11) |
| The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item. | | | | | | | | | | |

Some of the key findings were:

- The participants in the Comprehensive Psychiatric Services programs were satisfied with the services they received. All service ratings were above a 3.00 ("ok"). The ratings of this agency ranged from 3.94 to 4.28.
- The highest rated item at this agency was that the agency staff respect the consumers ethnic and cultural background (mean of 4.28).
- The lowest rated item was that services are provided in a timely manner (mean of 3.94).
- The Child/Adolescent participants were the most satisfied with services (mean rating of 4.56).

Satisfaction with Quality of Life

| How satisfied are you ... | Total Consumers | | CPRC Adult | | Non-CPRC Adult | | Child/Adolescent | | Child/Adolescent Family | |
|---|-----------------|---------------|----------------|--------------|--------------------------|---------------|------------------|-------------|-------------------------|--------------|
| | State | Agency | State | Agency | State | Agency | State | Agency | State | Agency |
| with how you spend your day? | 3.47 (3588) | 3.35 (176) | 3.58 (2024) | 3.36 (56) | 3.29 (5213.4 2340) | 3.37 (114) | 3.44 (224) | 3.33 (6) | 3.59 (239) | 3.27 (11) |
| with where you live? | 3.65 (3583) | 3.44 (171) | 3.74 (2020) | 3.35 (52) | 3.54 (1338) | 3.46 (112) | 3.57 (225) | 4.00 (7) | 4.15 (238) | 3.82 (11) |
| with the amount of choices you have in your life? | 3.44 (3574) | 3.39 (175) | 3.57 (2022) | 3.42 (57) | 3.23 (1332) | 3.37 (111) | 3.44 (220) | 3.57 (7) | 3.83 (238) | 3.64 (11) |
| with the opportunities/ chances you have to make friends? | 3.53 (3570) | 3.44 (172) | 3.68 (2024) | 3.41 (56) | 3.29 (1322) | 3.42 (109) | 3.68 (224) | 4.14 (7) | 3.63 (239) | 3.18 (11) |
| with your general health care? | 3.70 (3564) | 3.45 (170) | 3.84 (2019) | 3.31 (54) | 3.44 (1324) | 3.46 (109) | 4.04 (221) | 4.29 (7) | 4.21 (242) | 4.18 (11) |
| with what you do during your free time? | 3.52 (3580) | 3.51 (174) | 3.66 (2020) | 3.65 (54) | 3.28 (1334) | 3.42 (113) | 3.74 (226) | 4.14 (7) | 3.50 (240) | 3.00 (10) |
| How safe do you feel ... | | | | | | | | | | |
| in your home? | 3.96 (3607) | 3.88 (174) | 3.95 (2041) | 3.74 (57) | 3.95 (1337) | 3.91 (110) | 4.04 (229) | 4.71 (7) | 4.48 (239) | 4.55 (11) |
| in your neighborhood? | 3.81 (3563) | 3.44 (170) | 3.82 (2008) | 3.38 (53) | 3.80 (1327) | 3.45 (111) | 3.86 (228) | 4.00 (6) | 4.05 (240) | 3.45 (11) |
| The first number represents a mean rating. Scale: (items 9-14): 1=Not at all satisfied ... 5=Very satisfied. Scale: (items 15-16): 1=Not at all safe ... 5=Very safe. The number in parentheses represents the number responding to this item. | | | | | | | | | | |

Some of the key findings were:

- The quality of life ratings were significantly below the ratings of Comprehensive Psychiatric Services and agency service ratings.
- The consumers were most satisfied with how safe they felt in their home (mean of 3.88) and least satisfied with how they spent their day (mean of 3.35).

Satisfaction with Crisis Hotline

| In the past year 29 (17.0%) consumers from this agency have called about a crisis after normal office hours. | | | | |
|--|--------------|--------------|-----------|-----------|
| In the past year, about how many times have you called about a crisis after normal office hours? | 1 time | 2-5 times | 6-9 times | 10+ times |
| | 62.5 (20) | 37.5 (12) | 0 (0) | 0 (0) |

| How satisfied are you . . . | Total Consumers | | CPRC Adult | | Non-CPRC Adult | | Child/Adolescent | | Child/Adolescent Family | |
|--|-----------------|--------------|---------------|--------------|----------------|--------------|------------------|----------|-------------------------|-------------|
| | State | Agency | State | Agency | State | Agency | State | Agency | State | Agency |
| that crisis staff responded promptly to your needs? | 3.70 (890) | 3.67 (31) | 3.76 (537) | 3.29 (14) | 3.62 (326) | 4.00 (17) | 3.67 (27) | 0 (0) | 4.00 (51) | 3.50 (2) |
| that crisis staff was courteous, friendly, and understanding? | 3.94 (882) | 3.90 (31) | 3.93 (533) | 3.57 (14) | 3.95 (322) | 4.18 (17) | 3.93 (27) | 0 (0) | 4.22 (51) | 4.50 (2) |
| with how much crisis staff know about how to get things done? | 3.73 (874) | 3.61 (31) | 3.76 (531) | 3.07 (14) | 3.69 (316) | 4.06 (17) | 3.67 (27) | 0 (0) | 3.98 (51) | 4.50 (2) |
| that you got the help you needed? | 3.72 (878) | 3.65 (31) | 3.81 (531) | 3.29 (14) | 3.58 (320) | 3.94 (17) | 3.52 (27) | 0 (0) | 3.81 (52) | 4.00 (2) |
| with the overall crisis services you received? | 3.80 (881) | 3.77 (31) | 3.86 (531) | 3.29 (14) | 3.72 (323) | 4.18 (17) | 3.74 (27) | 0 (0) | 3.92 (51) | 4.00 (2) |
| The first number represents a mean rating. Scale: (items 18-22): 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item. | | | | | | | | | | |

Some of the key findings were:

- The agency crisis services (mean of 3.77) were rated slightly lower than the state crisis services (mean of 3.80).
- The highest rated item was that the crisis staff was courteous, friendly and understanding (mean of 3.90).
- The lowest rated item was with how much crisis staff know about how to get things done (mean of 3.61).

Previous Feedback

The last page of the survey offered people the opportunity to address any issues by writing in comments. These hand-written comments were copied and faxed back to your agency as they were received. The primary purposes for this action was to allow for immediate feedback from the people you serve, to give you the opportunity to make any necessary improvements, and to pass along compliments to your staff.

Sampling Methodology

Consumer Satisfaction Forms were given to people served by ADA and CPS during April 2000. For MRDD, data was collected through interviews.

People who received services from more than one program or agency received more than one survey. Therefore, some people completed more than one survey.

While this method may not have achieved a sufficient sample size to represent the opinions of all people who receive services from each provider, the survey has provided people with an opportunity to express their opinions and concerns. Giving the majority of people who receive DMH services a quick and simple way to express opinions and concerns about service quality is a major aim of this process.

Use of Data and Quality Improvement

The methods of data collection, the survey content and the survey results should all be considered in terms of quality improvement. The Missouri Department of Mental Health Satisfaction Survey has been designed as a quality improvement process, not as traditional mental health research.

There are two primary uses of this data. First, this data gives the Department of Mental Health an expression of the level of satisfaction of the people served by the Missouri DMH system as a whole.

Second, this data is designed to support quality improvement processes at the provider level. Each provider will have a basis upon which to compare the level of satisfaction of the people who receive services at their agency with other providers of their type and the state as a whole. This comparison makes it possible for each provider to improve the quality of the services they offer. In addition, each provider can get a clear idea of some of the issues that are important to the people they serve.

It is important to understand the context of services at each agency when interpreting the meaning of survey results. Differences in the population served at each agency, variations in service provision, and particular cultural characteristics of the community in which services take place must be taken into account as providers use this information to improve the quality of services. This report does not attempt to take into account these variations. As your agency engages in quality improvement, it is your responsibility to understand and take into account these local variations in order to make the most of the information contained within this report.

Please forward any suggestions for improvement of the survey process to Gary Harbison, Outcomes, Missouri Department of Mental Health, PO Box 687, Jefferson City, Missouri 65102. Additional information about survey results may be obtained by contacting Christine Rinck, Ph.D., University of Missouri-Kansas City Institute for Human Development, 2220 Holmes, 3rd Floor, Kansas City, Missouri 64108.